

UTAH DEPARTMENT OF HUMAN SERVICES POLICY AND PROCEDURES		
Reference: 06-07	Effective Date: May 20, 2004 Revision Date:	Page 1 of 5
SUBJECT: HARDWARE AND SOFTWARE STANDARDS AND SUPPORT		
RATIONALE: The purpose of this policy is to (1) establish a department procedure to maintain a supported hardware and software products list; (2) establish department procedures for handling standard and non-standard hardware and software; and (3) establish department procedures for negotiating hardware and software support.		

I. POLICY

Many hardware and software options exist that will meet the computing needs of DHS agencies. However, budget constraints, as well as sound management practices, dictate that the department limit the variety of options to the minimum needed to adequately meet DHS agencies' business needs and enable the Office of Technology (OT) to efficiently and effectively support hardware and software throughout the Department.

OT is chartered with establishing these supported hardware and software standards. DHS agencies are expected to work with OT when procuring hardware or software to ensure that only products on the "DHS Hardware Standards" or "DHS Software Standards" lists are purchased. In the rare event, where a product is needed that is not on the "DHS Hardware Standards" or "DHS Software Standards" lists, DHS agencies are expected to work with OT to ensure that the proposed product passes a Security and Supportability Review process, and is appropriately procured and installed.

The "DHS Standard Hardware" and "DHS Standard Software" lists will be reviewed on an annual basis or more frequently, as needed, to add or remove products as business needs and technology change.

II. APPLICABILITY RELATING TO SUPPORT

This policy applies to all divisions, institutions, and offices supported by OT. Under the guidance of this policy, support is available from OT by contacting the ITS Help Desk (801) 538-4040. Exceptions are provided for those offices supported by the following agencies:

- (a) **Department of Workforce Services (DWS).** If you are supported by DWS, please contact the DWS technical support staff assigned to your building.
- (b) **DHS - Office of Recovery Services (ORS).** ORS staff are to work through existing ORS policies and procedures regarding requests for support for hardware and software.
- (c) **DHS - Utah State Developmental Center (USDC).** USDC adheres to the standards established by this policy. If exceptions are required, due to a specific business requirement not currently addressable by these standards, then USDC staff is to contact the IT manager for their respective facility. USDC staff is asked to follow USDC internal procedures for obtaining technical support, or for obtaining the required user account for accessing network resources. Staff at USDC should contact the USDC Help Desk at (801) 763-4380.

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- (d) **DHS - Utah State Hospital (USH).** USH adheres to the standards established by this policy. If exceptions are required, due to a specific business requirement not currently addressable by these standards, then USH staff is to contact the IT manager for their respective facility. USH staff is asked to follow USH internal procedures for obtaining technical support, or for obtaining the required user account for accessing network resources. Staff at USH should contact the USH Help Desk at (801) 344-4270.
- (e) **State Division of Information Technology Services.** If you are located in the Ogden Regional Center (ORC), call the ORC Help Desk at (801) 626-3770. If you are located in the Provo Regional Center (PRC), call the PRC Help Desk at (801) 374-7870.

III. DEFINITIONS

- (a) **Hardware:** Refers to computers/PCs, printers, handheld devices such as PDAs, etc.
- (b) **Software:** Refers to software bought off the shelf.
- (c) **DHS Standard Hardware:** Hardware that is on the “DHS Standard Hardware” list is located at http://www.dhs.innerweb.utah.gov/ot/standards/hardware_stand.htm. The hardware on this list refers to minimum requirements. For example, a DHS Standard Hardware requirement might include a specific hardware configuration, including processor type, speed, amount of memory, disk capacity, etc. Hardware on this list has been evaluated by the OT, is known to work in our environment, is supportable in our environment, and is supported by OT.
- (d) **DHS Standard Software:** Software that is on the “DHS Standard Software” list is located at http://www.dhs.innerweb.utah.gov/ot/standards/software_stand.htm. Software on the DHS Standard Software list has been evaluated by the OT, is known to work in our environment, is supportable in our environment, and is supported by OT.
- (e) **DHS Recommended Hardware:** Vendor specific hardware that meets the minimum hardware requirements as listed on the “DHS Standard Hardware” list and which OT has had good experience with from a maintenance perspective. For example, Recommended Hardware might include specific brands, such as Compaq, Gateway or Dell. Hardware on this list has been evaluated by OT, is known to work in our environment, is supportable in our environment and is supported by OT. OT will strongly encourage customers to purchase Recommended Hardware when they are procuring hardware.
- (f) **DHS Non-Standard Hardware:** Hardware that is on the “DHS Non-Standard Hardware” list is located at <http://www.dhs.innerweb.utah.gov/ot/standards/non-standard-hardware.htm>. DHS Non-Standard Hardware must be approved through a Security Review and Supportability Review process. Hardware support costs are borne solely by the owner, regardless of whether the customer contracts with a vendor, provides self-support, or contracts with OT for support in situations where OT has the

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training, skills and excess capacity to provide support. Hardware on this list is critical to the day-to-day business needs of a specific agency. The business needs cannot be met by DHS Recommended Hardware. Once a hardware product on this list crosses agency boundaries or becomes widely used, the product may be added to the "DHS Recommended Hardware" list when support costs have been identified and funded. All support of hardware connected to the network must be provided by OT staff ONLY. OT can contract with a vendor to provide support.

- (g) **DHS Non-Standard Software:** Software that is on the "DHS Non-Standard Software" list is located at <http://www.dhs.innerweb.utah.gov/ot/standards/non-standard-software.htm>. This software is critical to the day-to-day business needs of a specific agency. The business needs cannot be met by DHS Standard Software. DHS Non-Standard Software must be approved through a Security Review and Supportability Review process. Software support costs are borne solely by the owner, regardless of whether the customer contracts with a vendor, provides self-support, or contracts with OT for support in situations where OT has the training, skills and excess capacity to provide support. Once a software product on this list crosses agency boundaries or becomes widely used, the product may be added to the "DHS Standard Software" list when support costs have been identified and funded.
- (h) **Supportable:** Strong vendor support, product reputation, customer ease of use, ease of installation, support, and manageability.
- (i) **Security Review:** Review process to identify the security requirements of a particular hardware or software product. This document can be found on the OT website at <http://www.dhs.innerweb.utah.gov/ot/forms/SecurityReviewProcess.doc>.
- (j) **Supportability Review:** Review process to determine the supportability of a product as defined in number I.h. above. This document can be found on the OT website at <http://www.dhs.innerweb.utah.gov/ot/forms/SupportabilityReviewProcess.doc>
- (k) **Bar-coded:** When hardware is bar-coded, a sticker is placed on the machine that identifies that specific machine within the OT inventory system. Hardware that is supported by OT must be bar-coded.
- (l) **Sunset Date:** The future date on which the hardware or software product is scheduled to be removed from DHS production usage and the OT support is discontinued.

IV. DHS STANDARD HARDWARE AND SOFTWARE (for all sites supported by OT)

- (a) The "DHS Standard Hardware" list can be found at the OT website at http://www.dhs.innerweb.utah.gov/ot/standards/hardware_stand.htm. Hardware on this list is supported by OT, bar-coded, and maintained in the OT inventory system. Standard hardware is charged a monthly device charge that is billed on a quarterly basis. The number of devices charged to each agency is pulled from the OT inventory system.

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- (b) The “DHS Standard Software” list can be found on the OT website at http://www.dhs.innerweb.utah.gov/ot/standards/software_stand.htm. OT staff have limited expertise in the use of software on this list. OT is responsible to make certain the product functions properly within the DHS technical environment. OT is not responsible for supporting the application itself and the way it is used by an agency. The exception to this is when the agency has contracted with OT to provide support for the agency’s use of the product.
- (c) To request service or support, an agency representative should contact the ITS Help Desk at 538-3440 or (800)-678-3440; or, alternatively, enter the request on the ITS website at <http://its.utah.gov/reportaproblem/reportaproblem.htm>.
- (d) Once the ITS Help Desk opens a ticket for service or support and the ticket is received by OT staff, the customer will be contacted within two business hours, and the support issue will be resolved according to the current service level agreements in place. If a barcode does not exist on the hardware, a barcode will automatically be placed on the hardware, the hardware will then be added to the OT inventory system, support will be provided, and the customer will begin receiving quarterly device charges for the hardware

V. DHS NON-STANDARD HARDWARE AND SOFTWARE (for all sites supported by OT)

- (a) DHS Non-Standard Hardware can be found at the OT website at <http://www.dhs.innerweb.utah.gov/ot/standards/non-standard-hardware.htm>. Hardware on this list is NOT supported by OT unless under contract, bar-coded, and maintained in the OT inventory system. All installation and support of hardware connected to the network, except for vendor installation and support coordinated through OT, must be provided by OT staff ONLY.
- (b) DHS Non-Standard Software can be found at the OT website at <http://www.dhs.innerweb.utah.gov/ot/standards/non-standard-software.htm>. Software on this list is NOT supported by OT unless under contract. All support of software connected to the network, except for vendor support coordinated through OT, must be provided by OT staff ONLY.
- (c) Customers are fully responsible from a maintenance cost perspective for this hardware and software. Customers will be billed at the prevailing hourly rate when OT provides service.

VI. PROCEDURE FOR ADDING HARDWARE OR SOFTWARE (for all DHS sites)

- (a) If your agency needs to use a hardware or software product that is not on the “DHS Standard Hardware,” “DHS Standard Software,” “DHS Non-Standard hardware,” or “DHS Non-Standard Software” list, request OT evaluate the hardware or software through the Security Review and Supportability Review process. To initiate this process, call the ITS Help Desk at 538-3440 or (800) 678-3440, or provide appropriate information on the ITS website at <http://its.utah.gov/reportaproblem/reportaproblem.htm>

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- (b) Once the ITS Help Desk opens a ticket for service and the ticket is received by OT staff, OT staff will contact the customer within two business hours to consult with the customer concerning the agency's business need and potential hardware or software solutions.
- (c) OT staff will complete the Security Review and Supportability Review process to determine if the product should be supported.
- (d) If the product is determined by the process (refer to number VIII (c) to be supportable, all related costs, including training, staff time, etc. will be calculated to determine total long-term support requirements for the product. These costs will be presented to customer management. If the customer is willing to pay all costs of supporting the product, the product will be added to the "DHS Non-Standard Hardware" or "DHS Non-Standard Software" list. Hardware in this category is not included in the standard device charge.
- (e) If the hardware or software has not passed the Security Review and Supportability Review it will not be allowed to connect to the state telecommunications network.
- (f) When Non-Standard Hardware or Software achieves widespread use throughout the department, OT will discuss funding options with DHS management and determine how to fully support the technology without requiring further direct customer funding of the product. This may occur through dropping support of an older standard, a device charge increase, or other means. When funding issues are resolved, the hardware or software will be moved from the "DHS Non-Standard Hardware" or "DHS Non-Standard Software" list to the "DHS Standard Hardware" or "DHS Standard Software" list.

VII. PROCEDURE FOR REMOVING HARDWARE OR SOFTWARE (for all DHS sites)

- (a) If circumstances prompt another Security Review or Supportability Review and the product does not pass one of the reviews, the product may be removed from the "DHS Standard Hardware," "DHS Standard Software," "DHS Non-Standard Hardware," or "DHS Non-Standard Software" list. Once the product is removed from the list, further upgrades of the product will not be allowed. When security issues exist, the product may be removed from production.
- (b) Products that have reached the end of their life cycle and are no longer supported by a vendor will be given a "Sunset Date" by OT. This date is when the product is scheduled to be removed from DHS production. When this date is reached, product support cannot be guaranteed and the risk to DHS of using the product increases. Customers will be strongly encouraged at all three levels; the individual customer level, the agency management level, and the DHS management level, to replace their use of a "Sunset" product. The "Sunset Date" will be set far enough in advance to give customers at least budget cycle to replace the product.

Robin Arnold-Williams

DATE 05-20-04

Robin Arnold-Williams, Executive Director
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